AT&T Device Unlock Code Instructions

Descargar las instrucciones en español para desbloquear equipos de AT&T (PDF de 756 KB)

To unlock your AT&T phone or tablet so it will work on another carrier's network, you will need to request an unlock code from AT&T. Once you receive this code, you will need to follow the unlock instructions provided here for your device.

Before you start:

- **Request unlock code** - To request an unlock code simply visit us at att.com/deviceunlock to review the requirements and submit an AT&T Mobile Device Unlock request. Requests will take up to five business days to complete. If you have already requested an unlock code online, check your status at att.com/deviceunlockstatus.
- **AT&T branded devices only** - Ensure your device is an AT&T branded device before proceeding. AT&T only unlocks AT&T branded devices. The AT&T logo should appear somewhere on the device (above the display, on the back, or under the battery).
- **Follow instructions carefully** - Use extreme care during the unlock process, as the incorrect entry of an unlock code too many times during the life of the device permanently disables the unlock ability. The number of attempts to unlock the device is dependent on the manufacturer and model.

To view instructions to unlock your device, select the link below for your device manufacturer.

Acer
Alcatel
Amazon
Apple
Asus
Audiovox
Blackberry
Dell
Garmin
HP
HTC
Huawei
Kyocera
Lenovo
LG
Motorola
Nokia
Palm
Pantech
PCD
Samsung
Sharp
Siemens
Sonim
Sony & Sony Ericsson
ZTE

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Acer

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Iconia Tab A501-10S16u

1. Shut down the tablet
2. Insert non-AT&T SIM and power on the tablet.
3. Enter the unlock code. The device is now unlocked.

Alcatel

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

510A

1. Insert a non-AT&T SIM card.
2. Enter the unlock code and select **OK**. The device is now unlocked.

Amazon

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Insert a non-AT&T SIM card into the phone.
2. Press and hold the **Power** button. After the phone turns on, enter the **SIM network unlock PIN** when prompted.
    - Tap the blank PIN field and the onscreen keyboard will appear.
    - Enter the unlock code, and then tap **Unlock**.
3. You will see the message, “SIM Network unlocked,” on Fire phone.
4. You will then be taken to the **Home** screen. The device is successfully unlocked.

Apple

Once you have received the email confirming AT&T has approved and processed your unlock request, follow these instructions to complete the unlock for your device.

iPhones do not require an unlock code.

iOS 7 or later devices

You must turn off Find My iPhone before unlocking your iOS 7 or later device:

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1. Open iTunes on your Mac or PC, verify that you have Internet connectivity, and have your USB cable ready.
2. Ensure the original SIM card that came with this device is inserted in your iPhone.
3. Connect your iPhone using the dock connector to USB cable that came with your iPhone.
4. Backup and restore your iPhone using iTunes. To learn how, visit https://support.apple.com/HT201252.
5. After restoring your iPhone using iTunes, your iPhone will be unlocked.

You can find additional information on unlocking at https://support.apple.com/HT201328.

Pre-iOS 7 devices

1. Open iTunes on your Mac or PC, verify that you have internet connectivity, and have your USB cable ready.
2. Follow Apple's iPhone unlock instructions https://support.apple.com/HT201328.

Asus

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device:

Asus TF300TL, TF600TL (Vivo Tab Rt Tablets), ME375CL

1. Power off the device and remove the AT&T SIM card.
2. Insert card from another wireless carrier.
3. Power on the device.
4. The device will prompt for the unlock code.
5. Enter the unlock code.

Asus ME370TG

1. Power off the device and remove the AT&T SIM card.
2. Insert card from another wireless carrier.
3. Power on the device.
4. Tap **AT&T AllAccess** tile in the start screen. The application displays the screen for you to enter the code.
5. Enter the unlock code and select **unlock device**.

Audiovox

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device:

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device. The display shows no wording.
4. Enter the SIM unlock code.
5. Select **OK**. The device is unlocked.

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Blackberry

Once you have received the email confirming AT&T has approved your unlock request, follow the instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

Blackberry 5800, 6210, 6280, 6710, Curve 9300, Curve 9360, Pearl 9100

Device Unlock Steps Using a Non-AT&T SIM

1. Insert a non-AT&T SIM card.
2. Power the device on and turn off the radio (turn Wireless option **Off**).
3. The device displays “Your current SIM card requires an Unlock Code. Would you like to unlock your device?” Select **Yes**.
4. Enter the unlock code and select **OK**.

Device Unlock Steps Using an AT&T SIM

1. Insert an AT&T SIM card.
2. Power phone on and turn off the radio (turn Wireless option **Off**).
3. Select **Settings > Select Options > Advanced Options**.
4. Scroll down and select **SIM Card**.
5. Hold down the **ALT** key and type **MEPD** (not displayed on the screen).
6. Hold down the **ALT** key and type **MEP2** (not displayed on the screen).
7. Enter the unlock code and press **Enter**.
8. Power the device off and on.

Blackberry 93xx Series Versions 6.0 and 7.0

1. Insert an AT&T SIM card.
2. Power phone on and turn off the radio (turn Wireless option **Off**).
3. Select **Options > Device > Advanced Systems > Settings**.
4. Scroll down and select **SIM Card**.
5. Type **MEP** and hold down the **ALT** and **2** keys.
6. A prompt appears to enter the **MEP2** code; enter the unlock code.
7. Press **Enter**. Verify that the acceptance message is received.
8. Power the device off and on.

Blackberry 7000 series (all), 7100g, 7130c, 7210, 7290, 7780

1. Go to **Options**.
2. Scroll to SIM CARD, then press **jog dial** once to select it.
3. Type **MEPD** (not case sensitive and will not appear on the screen).
4. Does it say “Network Active?” If so, the device is locked.
5. Press and hold the **alt key** (key on the lower-left side).
6. While holding the **alt key**, type in **MEPE** (not case sensitive and will not appear on the screen).
7. Enter the unlock code when prompted then press **jog dial** once.
8. The device is now unlocked.

Blackberry 8100c, 8110, 8220, Pearl 8120, 8700c, 8800, 8800c, 8820, All Blackberry devices running software version 4.5

1. Insert an AT&T SIM card.
2. Power the phone on and turn off the radio (turn the Wireless option **Off**).

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3. Select **Options > Advanced Options**.
4. Scroll down and select **SIM Card**.
5. Type **MEPD** (multi-tap means this is typed in **M**, **ER**, **OP**, **DF**). This does not display on the screen.
6. Type **MEP2** (multi-tap means this is typed in **M**, **ER**, **OP**, **alt TY**). This does not display on the screen.
7. Enter the unlock code and press **Enter**.
8. Reboot the device. The device is now unlocked.

Blackberry Curve 8300, 8310

1. Insert an AT&T SIM card.
2. Power the phone on and turn off the radio (turn the Wireless option **Off**).
3. Select **Settings > Options > Advanced Options**.
4. Scroll down and select **SIM Card**.
5. Hold down the left shift key (**CAP**) and type **MEPD**. This does not display on the screen.
6. Hold down the left shift key (**CAP**) and type **MEP2** (this is typed as **MEP ALT E**. ALT E is **#2** on the keypad). This does not display on the screen.
7. Enter the unlock code and press **Enter**.
8. Reboot the device. The device is now unlocked.

Blackberry Bold 9000/9700, Bold 9900, Curve 8320, 8520, 8900, 9500, Torch 9800 (any 98xx series)

Device Unlock Steps using a Non-AT&T SIM

If using a 98xx series device, use an external keyboard to unlock the device.

1. Insert a non-AT&T SIM card.
2. Power the device on and turn off the radio (turn Wireless option **Off**).
3. The device displays Your current SIM card requires an Unlock Code. Would you like to unlock your device? Select **Yes**.
4. Enter the unlock code and select **OK**.

Device Unlock Steps Using an AT&T SIM

1. Insert an AT&T SIM card.
2. Power phone on and turn off the radio (turn Wireless option off).
3. Curve and Bold - Select **Options > Advanced Options**.
    - Torch and other 6.0 devices- Select **Options > Device**.
    - Select Advanced System Settings.
4. Scroll down and select **SIM Card**.
5. Hold down the left shift (**CAP**) key and type **MEPD**. This does not display on the screen.
6. Hold down the **ALT** key and type **MEP2**. “MEPE” displays on the screen.
7. Enter the unlock code and press **Enter**.
8. Reboot the device.

Blackberry Q10

1. Power **On** the device with a non-AT&T SIM card.
2. Let the device fully load.
3. Go to **Settings**.
4. Select **Security and Privacy**.
5. Select **SIM Card**.
6. Select **Unlock Network**.

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7. Enter the unlock code and press **OK**.
8. The device displays “Network unlock successful.”

Blackberry Z10, Classic SQC100

1. Power on the device with a non-AT&T SIM card.
2. Let the device fully load.
3. The device displays “SIM Network Locked.”
4. Press **Lock** to begin.
5. The device displays “Network Locked.”
6. Press **Enter Code**.
7. Enter the unlock code and press **OK**.
8. The device displays “Network unlock successful.”

Dell

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions for your model number to complete the unlock for your device.

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

Dell Streak M01M and Aero 3G GR

1. Power off device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card into the device.
3. Power on the device.
4. Select **Enter Code**.
5. Enter the unlock code.
6. Select **Done**.
7. The device is successfully unlocked.

Dell Venue

1. Power on device with a non-AT&T SIM card.
2. Let fully load.
3. Phone displays “SIM Network Locked.”
4. Pull lock to begin.
5. Phone displays **Network Locked**.
6. Press **Enter Code**.
7. Enter the unlock code and press **OK**.
8. “Network unlock successful” displays.

Dell Venue Pro

1. Power on Dell mobile phone with a non-AT&T SIM card.
2. Enter Dell unlock code.
3. Dell mobile phone should now be unlocked and may automatically reboot.

Garmin

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device:

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Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Allow the device to fully power up. The message, “Insert a valid ATT SIM Card or unlock the Device using correct NCK code” appears.
5. Press **OK**.
6. Enter the unlock code.
7. Press **OK**. The device is unlocked.

HP (Hewlett-Packard)

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

HP iPAQ 510, iPAQ 910, iPAQ 6510, iPAQ 6515, iPAQ-J6925, iPAQ-J6920

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device. Wait approximately 30 seconds until the **SIM Lock** application appears.
   - The unlock application enables the input box after a certain period of delay.
   - The delay period for the first attempt is 30 seconds but doubles after each incorrect attempt to unlock the device.
   - This deters users from attempting a trial and error approach to unlocking the device.
   - The delay may be longer if the user has already attempted to unlock the device with the wrong code.
4. Enter the unlock code in the blank field.
5. Press **OK**.
   - If the unlock code is incorrect, an error dialog appears. After pressing **OK**, re-enter the unlock code after a delay period (see the delay information above in Device-Specific Information).
   - If the unlock code is correct, a success dialog appears.
6. Press **OK**. The device is now unlocked and continues booting.

HP P160UNA

1. Power off the device.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Enter the unlock code when prompted.

HTC

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

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All HTC devices

1. Power off the device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card.
3. Power on the device. Wait a few moments, allowing the device to fully power-up.
4. Enter the unlock code when prompted.
5. Press **OK**. The device is unlocked.

Huawei

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Huawei Fusion, Fusion 2, U2800A, U8800, Media Pad S7-312u, Y536A1

1. Power off the device.
2. Insert any non-AT&T SIM card. (The customer cannot unlock using an AT&T SIM card).
3. Power on and the device prompts for the unlock code.
4. Enter the unlock code.
5. Press **OK**.
6. Power off the device and remove non-AT&T SIM card.
7. Place AT&T SIM card back into the device.

Kyocera

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Kyocera E6560

1. Power off device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Enter the unlock code when prompted.
5. Press **Unlock**.
6. The device displays "SIM Network unlock successful." The device is successfully unlocked.

Lenovo

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Lenovo ThinkTab Tablet, ThinkPad Tablet 2 EM7700, IdeaTab A2107A

1. Power off the device and remove the AT&T SIM card.
2. Insert SIM card from another wireless carrier.
3. Power on the device.
4. Launch the **People App**, and enter **####1001#** in the search edit box. This will take you to the **SIM Lock/Unlock Screen**. Select **Unlock**.
5. Enter the unlock code. The device will reboot.

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LG

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

LG G2 (D800), G3 (D850), G3 Vigor (D725), G Vista (D631), G Pad 7.0 LTE, Optimus G (E970), Optimus G Pro (E980)

1. Power off the device and insert a non-AT&T SIM card.
2. Power on the device.
3. Enter the unlock code provided.
4. Select **Unlock**.
5. The device is unlocked.

LG GU255, GU292

1. Power off the device and insert a non-AT&T SIM card.
2. Power on the device.
3. On the idle screen, enter ***#865625#.**
4. Select **Unlock SIM**.
5. Select **Network Lock**.
6. "SIM Unlock Process. You are about to SIM unlock your phone. Continue?" displays. Select **Yes**.
7. Enter the 16-digit unlock code and select **OK**.
8. Re-enter the same unlock code.
9. Select **OK**. The device is unlocked.

LG CE500

1. Power off the device and insert an AT&T SIM card.
2. Power on the device.
3. On the idle screen, enter **2945#*7101#.**
4. Select **Settings**.
5. Select **Security > SIM Locks > Network > Deactivate**.
6. Enter the eight-digit unlock code in the Enter NCK Input screen.
7. Select **OK**. The device is unlocked.

LG CU400, CU405

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device. Device displays "Invalid SmartChip."
4. On the idle screen, enter **159753#*#.**
   - This code does not display on the screen.
   - Push 1 for network unblock before entering the unlock code.
5. Enter eight-digit unlock code.
6. Select **OK**. The device is unlocked.

LG CU500v

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device. "Invalid SmartChip" displays.

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4. On the idle screen, enter **159753#*#.** The device displays Enter. NCK Remaining: 5.
5. Enter the unlock code.
6. Select **OK**. The device is unlocked.

LG Trax CU575

1. Power off the device and insert a non-AT&T SIM.
2. Power on the device. “Invalid SIM status” displays. Enter ***#865625#.**
3. “Unlock USIM” displays.
4. Select **1. UNLOCK USIM**.
5. Select **Network Lock**. Enter **NCK**. “Remaining: 5.” displays.
6. Enter the 16-digit unlock code then select **OK**. This code does not display on the screen.
7. “Network Unlock Success” displays. The device is unlocked.

LG A340, CU515, Shine CU720, Shine II GD710, Vu (No Mobile TV) CU915, Vu (Mobile TV) CU920, Xpression C395

1. Power off the device and insert a non-AT&T SIM card.
2. Power on the device.
3. On the idle screen, enter ***#865625#.**
4. Select **Unlock SIM**.
5. Select **Network Lock**.
6. Enter the 16-digit unlock code and select **OK**.
7. Re-enter the same unlock code.
8. Select **OK**. The device is unlocked.
9. Power off the device and place the original SIM Card back into the device.

Alternate Options

1. Power on the device the AT&T SIM card.
2. Dial **2945#*505#**.
3. When prompted, enter the unlock code provided by AT&T.
4. Select **OK**.
5. Select **OK**. The device is unlocked.

LG A7110, Adrenaline AD600, C1300, C1300i, C1500, C2000, CE110, CG180, CG300, CP150, CU320, F7200, F9100, F9200,G4010, G4050, GR700 Vu Plus, GU285, GU295, L1200, L1400, LUU 2100TI, Prime GS390, Phoenix P505, Quantum C900

1. Power off the device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card and then power on the device.
3. Select **UNLOCK** on the touch-screen.
4. Select **OK**.
5. Enter the unlock code.
6. Select **OK**.
7. Re-enter the same unlock code.
8. Select **OK**. The device is unlocked.

Alternate Options

1. Power on the device the AT&T SIM card.

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2. Dial **2945#*505#**.
3. When prompted, enter the unlock code provided by AT&T.
4. Select **OK**.
5. Select **OK**. The device is unlocked.

LG eXpo GW820, Incite CT810

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from other wireless carrier.
3. Power on the device. “The device is locked by a network” or “Invalid SIM message” displays:
   - For Incite CT810, enter code **2945#*810#.**
   - For eXpo GW820, enter code **2945#*820#.**
4. Device displays “Invalid SIM Network Lock. You are about to SIM unlock your phone. Entering the unlock code incorrectly **10** times will result in the permanent lock of your phone. Continue? Yes or No.” Select **Yes** and enter the 16-digit unlock code.
5. Select **OK**. The device is unlocked.

LG Invision CB630, Neon II GW370, Xenon GR500

Device unlock steps for AT&T SIM

1. Power off the device and insert an AT&T SIM card.
2. Power on the device.
3. On the idle screen, enter ***#865625#.**
4. Select **Yes** at the warning message.
5. On the **SIM Unlock** screen, enter the 16-digit unlock code and select **OK**.
6. Re-enter the same unlock code.
7. Select **OK**. The device is unlocked.

Device unlock steps for non-AT&T SIM

1. Power off the device and insert a non-AT&T SIM card.
2. Power on the device.
3. Select **Unlock**.
4. Select **Yes**.
5. On the **SIM Unlock** screen, enter the 16-digit unlock code and select **OK**.
6. Re-enter the same unlock code.
7. Select **OK**. The device is unlocked.

LG Arena GT950

1. Insert non-AT&T SIM card.
2. Power on the device.
3. Select **Unlock**.
4. Enter ***#865625#**.
5. On the **SIM Unlock** screen, the device displays “You are about to SIM Unlock your phone. Select **Yes**.”
6. Enter the 16-digit unlock code and select **OK**.
7. The “Unlock successful” message (pop-up window) displays.
8. When “Unlock Process Complete: Your phone is unlocked” displays, select **OK**. The device is successfully unlocked.

LG Olivin CF360

1. Power off the device.
2. Insert non-AT&T SIM card.

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3. Enter the unlock code provided.
4. LG CF360 should display “Network Lock Deactivated.”
5. The device is unlocked.
6. Turn the device off.
7. Remove the non-AT&T SIM card.
8. Insert the AT&T SIM and Power on the device.

LG Encore GT550

1. Power off the device.
2. Insert non-AT&T SIM card.
3. Power the device on and it should display “Phone Restricted.”
4. Select **Cancel**. The device displays “Phone Restriction Code.”
5. Enter the unlock code provided.
6. Select **OK**. The device is unlocked.
7. Power off the device.
8. Remove the non-AT&T SIM card
9. Insert the AT&T SIM and power on the device.

LG Escape P870, Nitro P930, Thrill P925, Thrive P506

1. Power off the device.
2. Insert non-AT&T SIM card.
3. Phone displays “Enter SIM network unlock PIN.”
4. Input the unlock code provided.
5. Select **OK**. The device is unlocked.
6. Power off the device.
7. Remove the non-AT&T SIM card.
8. Insert the AT&T SIM and power on the device.

LG Z2 (H950), V495 LG G Pad 8.0 (E8), H443 Escape 2 (C70), H810 LG G4 (P1)

1. Power off the device.
2. Insert non-AT&T SIM card.
3. Power on the device.
4. Enter the unlock code provided.
5. Press **Unlock**.
6. Device is unlocked.

All other LG devices

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Select **Unlock**.
5. “SIM Unlock Process. Continue?” displays. Select **Yes**.
6. Enter the unlock code.
7. Select **OK**. The device is unlocked.

Motorola

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

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Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the handset. Allow the phone to fully power up.
4. Enter the unlock code when prompted.
5. Press **OK**.
6. When complete, the device is successfully unlocked.

Nokia

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Nokia E61, E62

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove AT&T SIM card.
2. Insert a SIM card from another wireless carrier into the phone.
3. Power on the handset. “Undo request” displays.
4. Press the **#** key.
5. Press the **P** key.
6. Press the **W** key.
7. Press the **+** key.
8. Enter the unlock code.
9. Press the **+** key.
10. Press the **1** key.
11. Press the **#** key. The handset is successfully unlocked.

Nokia C3, E71x

Three unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Remove the SIM card, then power on the handset.
   Note: A SIM card is not necessary to perform the unlock procedure; however, if the unlock steps fail without a SIM card, try inserting a SIM into the device.
2. Press the **#** key.
3. Press the **P** key.
4. Press the **W** key.
5. Press the **+** key.
6. Enter the unlock code.
7. Press the **+** key.
8. Press the **1** key.
9. Press the **#** key. The handset is successfully unlocked.

Nokia Lumia 2520

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Switch the device off.
2. Remove the AT&T SIM card.
3. Insert a non-AT&T SIM card.

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4. Switch the device on.
5. Go to the Windows 8.1 Start screen and launch **AT&TAllAccess**.
6. Enter the unlock code (8 digits) and tap **Unlock device**. The device is now unlocked.

All other Nokia Lumia models

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Switch the device off.
2. Remove the AT&T SIM card.
3. Insert a non-AT&T SIM card.
4. Switch the device on. If prompted, enter the **SIM PIN** code.
5. Wait for the **SIM unlock** window to open.
6. Enter the unlock code provided (8 or 20 digits) and press **Enter**.
7. Power the device off.
8. Power the device on. The device is unlocked.

All other Nokia devices (excluding Lumia models)

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power on the handset.
2. Press the **#** key.
3. Press the * key three times (displays a P).
4. Press the * key four times (displays a W).
5. Press the * key two times (displays a + sign).
6. Enter the unlock code.
7. Press the * key two times (displays a + sign).
8. Press the **1** key.
9. Press the **#** key one time. The handset is successfully unlocked.

Palm

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

Palm Treo 750

1. Power off the device and remove AT&T SIM card.
2. Insert SIM card from another wireless carrier.
3. Power on the device.
   - The 750 should automatically power on once the battery is replaced.
   - If not, press the red **Power** button for two seconds.
4. Prompt for unlock code displays.
5. Press and hold **Option** and enter the unlock code.
   Note: Do not enter **#*#** before the unlock code.
6. Select **OK**.
7. Screen shows “Unlock Code passed.” The device is now unlocked.

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Palm Pre Plus (P101), Pixi Plus (P121)

1. Power off device and remove AT&T SIM card.
2. Insert SIM card from another wireless carrier.
3. Power on the device (ensure the device is in wireless mode).
4. Display prompts for the code.
5. Enter the unlock code.
6. The device is now unlocked.

All other Palm devices

1. Power off device and remove the AT&T SIM card.
2. Insert SIM card from another wireless carrier.
3. Power on the device. Ensure the phone is in wireless mode.
4. Press the green **Phone** button.
5. Enter *** # * #** unlock code **#**.
6. Press **Dial**. The device is now unlocked.

Pantech

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

All Pantech Windows Mobile Devices, Impact P7000

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove AT&T SIM card.
2. Insert SIM card from another wireless carrier.
3. Power on the device. The device displays “Change SIM” and left soft key is labeled **Unlock**.
4. Press the **left soft key**. A password box appears.
5. Enter the unlock code.
6. Press **OK** (center soft key). The device displays rebooting, then power cycles and is unlocked.

Pantech Breeze II P2000, Breeze III P2030, Ease P2020, Crossover P8000, Link II P7040, Pursuit P9020, Pursuit II P6010

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Insert a non-AT&T SIM card into the device.
2. Power on the device.
3. Select the soft key under **Unlock** at the **SIM LOCKED** screen.
4. Select **Yes** at the **SIM UNLOCK PROCESS** screen.
5. Enter the unlock code and select **OK**.
6. Reenter the unlock code and select **OK**.
7. The device displays “UNLOCK PROCESS COMPLETE. Your Phone is Unlocked.”
8. Select **OK**. The device is unlocked.

Pantech Burst P9070, Discover P9090, P8010 Easy Experience, P8010 Standard Experience, P9050 Laser, Pocket P9060

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

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1. Insert a non-AT&T SIM card into the device.
2. Power on the device.
3. The device asks for the **Network Unlock Code**.
4. Enter the eight-digit unlock code.
5. Press **Enter**. The device is unlocked.

Alternate Unlock Steps

1. Power on the device with an accepted SIM card.
2. Enter ***#865625#**.
3. A **SIM unlock** menu appears; press **OK**.
4. Enter the eight-digit unlock code.
5. Re-enter the eight-digit unlock code.
6. The device displays “Unlock Process Complete.” Press **OK**. The device is unlocked.

Pantech C810 Duo, C820 Matrix Pro, P4100 (including OS 4.0), P5000 Link2, P6020 Swift, P6030 Renue

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove the AT&T SIM card.
2. Insert the SIM card from another wireless carrier.
3. Power on the device. Let the device fully load.
   Screen displays, “SIM Locked. An incorrect SIM is being used. Only Emergency calls can be dialed.”
4. Select **Unlock**.
   Screen displays, “SIM Unlock Process. You are about to SIM Unlock. More than 10 unsuccessful attempts will lock the phone. Continue?”
5. Select **Yes**.
6. Enter the eight-digit unlock code and then select **OK**.
7. Screen displays “Enter the Unlock Code. Unlock Attempt: 1 of 10.”
8. Screen displays “Reenter the Unlock Code. Unlock Attempt 1 of 10.”
9. Use the same eight-digit unlock code that was entered in the previous screen, and then select **OK**.
10. The SIM unlock process has completed. Select **Yes** to go into idle screen.

All other Pantech devices

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Insert AT&T SIM card.
2. Power on the device.
3. Enter ***#865625#** at the idle screen.
4. The device displays “SIM unlock process.”
5. Press **Yes** (left soft key).
6. Enter the unlock code and press **OK** (center soft key).
7. Re-enter the unlock code and press **OK**. The device is unlocked.

PCD

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device:

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Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off the device and remove the AT&T SIM card.
2. Insert the SIM card from another wireless carrier.
3. Power on the handset.
4. With the device in **Portrait** mode, select the **Phone** icon.
5. The display shows, “To unlock SIM enter unlock code correctly. Entering incorrect code Five (5) times results in the permanent locking of your phone continue?”
6. Enter the 15-digit unlock code and select **Done**.
   Note: The entry of an incorrect code displays the message, “Incorrect Lock Code or Incorrect Unlock Code Try Again.”
7. Select **Done**.

Samsung

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

Samsung A107, A117, A137, A167, A177, A197, A227, A237, A257, A437, A517, A637, A657, A707, A717, A727, A737, A777, Access A827,C417, Eternity A867, A197, Flight A797, GT-i9020, GT-i9250, Mythic A897, Propel A767, Rugby A837, Solstice A887, SLM A747, T319, T339, X427, X497, Z105, Z107

1. Power off the device and remove the SIM card.
2. Power up the device without a SIM
3. Press **Dial** (may not be required).
4. Enter **#7465625*638*,** the unlock code, and **#.**
   Note: After the first *, the rest of the sequence does not display on the screen.
5. After a successful unlock, “Network Lock Deactivated” displays. “Not Yet Personalized” displays if the device has already been unlocked.

Samsung A516, BlackJack i607, Epix i907, Focus i937, i437, i437P, Propel Pro i627, Rugby III A997, ZX10, ZX20

1. Power on the device with a SIM from another carrier.
2. At the **Network Lock** screen, enter **#7465625*638*.**
3. Enter the unlock code and press **OK** (left soft key).
4. After a successful unlock, “Network Lock Deactivated” displays.
5. If the device is still locked, attempt to unlock the device with a non-AT&T SIM card and enter **#7465625*638*,** the unlock code, and **#.**

Samsung A127, C207, D307, D347, D357, D407, D807, E316, N625, X507

1. Power off the device and remove the SIM card.
2. Power on the device.
3. Enter **#0111*,** the unlock code, and **#.** The device powers off and back on.

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Samsung A157, A187, A257, A927, BlackJack II i617, Captivate i897, Captivate Glide i927, Corby, DoubleTime i857, E317, Eternity II A597, Evergreen A667, Flight II A927, Focus i917, Focus Flash i677, All Galaxy models, Impression A877, Infuse i997, Jack i637, Rugby II A847, Rugby Pro i547, Rugby Smart i847, S8500, Solstice II A817, Strive A687, Sunburst A697, X426

1. Power off the device, remove the battery, and insert a non-AT&T SIM card.
2. Re-insert the battery and power on the device with non-AT&T SIM.
3. The device displays" Enter the device unlock code."
4. Enter the eight-digit unlock code.
5. Press **OK**.

Samsung ATIV Smart PC Tablet XE500T1C-HA1US

1. Power off the device and remove the AT&T SIM card.
2. Insert card from another wireless carrier.
3. Power on the device.
4. Tap **AT&T AllAccess** tile in the start screen.
5. Enter the unlock code when prompted and select **unlock device**.

Sharp

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. With the device powered off, insert a non-AT&T SIM.
2. Turn on the device. The screen displays "Invalid SIM and Network Lock."
3. Select **Unlock** on the bottom left of the screen.
4. Select **Yes** on the **SIM Unlock Process** screen to continue.
5. Enter the 15-digit unlock code and select **Done** on bottom left of the screen.
6. If the unlock code is entered correctly, the screen displays "Unlock Completed and Device Unlocked."
7. Press **OK** for the normal start-up procedure of the device.

Siemens

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

Siemens S40

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.

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4. Enter ***#9103**, then the unlock code. The device is successfully unlocked.

Siemens S66

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Enter ***#0000***, then the unlock code. The device is successfully unlocked.

All other Siemens devices

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Enter the unlock code when prompted. The device is successfully unlocked.

Sonim

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Sonim XP6700

Ten unsuccessful unlock attempts permanently locks the device to the AT&T network.

1. Power off device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card into the device.
3. Power on the device.
4. Enter the unlock code when prompted.
5. Select **Unlock**.
6. The device displays "SIM Network unlock successful."
7. The device is successfully unlocked.

Sony & Sony Ericsson

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

Sony Ericsson Xperia Play 4G, Xperia X10, Experia ION LT28at, Experia TL LT30at, Tablet P (SGPT211US)

1. Power off the device and remove the AT&T SIM card.
2. Insert card from another wireless carrier.
3. Power on the device.
4. The device displays “Invalid SIM” and provides a space to enter the unlock code.
5. Enter the unlock code.

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Sony Ericsson Z500

To unlock a Z500, a SIM card is not required:

1. Power on the device. The device displays “Insert SIM.”
2. Press and hold the left arrow (**<**) button.
3. At the same time, press the star (*****) button twice.
4. Press the left arrow (**<**) button.
5. Phone briefly displays: “Personalized with MNC2” or “Personalized with MNC3.”
   - Wait approximately three seconds.
   - The display indicates “Network” and a picture of a closed lock.
6. Press **Select**. The device displays “Unlock (Net) 5 and NCK.”
7. Enter the SIM unlock code.
8. Press **OK**. The device displays “Network unlocked” and “Insert SIM” appears.
9. The handset is successfully unlocked.

Sony Ericsson W518a, W80i, C905A, S710A, T226, T290A, T62U, T68M, Vivaz U5at, W300i, W350A, W600i, W760a, W810i, Z300a, Z310a, Z520a, Z525, Z750a

1. Power off the device and remove the AT&T SIM card.
2. Power on the device without a SIM card.
3. Press the left arrow (**<**) button once.
4. Press the star (*****) button twice.
5. Press the left arrow (**<**) button.
6. The device displays “Personalize with MNC2.”
7. Enter the unlock code.

Sony GC82, GC83, T306, T616, T637, T237, J220a

1. Move the joystick to the left once.
2. Enter ****** (press the star key twice).
3. Move the joystick to the left once again to enter the personalized menu.
4. Choose **[Network]** and press **select**.
   Note: If given an option, select **MC2**.
5. Enter the unlock code.

All other Sony and Sony Ericsson devices

1. Power off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless carrier.
3. Power on the device.
4. Press and hold the left arrow (**<**) button.
5. At the same time, press the star (*****) button twice.
6. Press the left arrow (**<**) button. Display indicates “ME Lock.”
   - Wait approximately three seconds.
   - The display indicates “Network” and a picture of a closed lock.
7. Press **Yes**. The device displays “Unlock?”
8. Press **Yes**. The device displays “Enter NCK.”
9. Enter the SIM unlock code.
10. Press **Yes**. The device displays “Network” and a picture of an open lock for three seconds, and then reverts to the main display.
11. The handset is successfully unlocked.

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ZTE

Once you have received the email confirming AT&T has approved your unlock request, follow these instructions to complete the unlock for your device.

Five unsuccessful unlock attempts permanently locks the device to the AT&T network.

ZTE Unlock Using a Non-AT&T SIM Card

1. Insert a non-AT&T SIM card.
2. Power on the device.
3. The device displays “Phone locked. Please insert a valid SIM card.”
4. Select **Unlock** (left soft key).
5. The device displays “Please enter network unlock code (16 digits). Remaining: X.”
6. Enter the 16-digit unlock code.
7. Select **OK** (left soft key).
8. Select **OK** to reset the device.

ZTE Unlock Using an AT&T SIM Card

1. Insert an AT&T SIM card.
2. Power on the device.
3. Enter ***983*865625#** in idle mode.
4. Select **Unlock** (left soft key).
5. The device displays “Please enter network unlock code (16 digits). Remaining: X.”
6. Enter the 16-digit unlock code.
7. Select **OK** (left soft key).
8. Select **OK** to reset the device.

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AT&T locks handsets in order to recover costs and to control theft of devices. Even at full retail, a device purchased from AT&T is often priced less than a comparable device purchased at full retail from another retail location. Therefore, AT&T limits the quantity of requests so that we can discourage possible speculation by individuals and companies who may take advantage of this price difference for their own profit.

Request Restrictions

- AT&T reserves the right to decline the release of unlock codes if we suspect that the request is not legitimate or if we suspect abuse.
- Any customer porting to AT&T from another carrier or leaving AT&T requires the unlock code before their device accepts the new carrier's SIM card.
- AT&T devices are SIM-locked to all AT&T networks and do not need to be unlocked if a customer relocates or changes their home network.
- AT&T does not generate the device unlock code for handsets of other carriers.
- Customers that have activated AT&T service with a non-wireless handset should be referred to their previous carrier to request an unlock code.

Device Unlocking History

- AT&T locks all devices, as of November 11, 2004.
- From 2001 to October 31, 2004, only domestic devices were locked (850MHz and 1900MHz radio frequencies). International tri/quad-band devices were unlocked. Tri/quad-band devices were those with 900MHz and 1800MHz radio frequencies.
- Prior to 2001, all devices were locked.

Device unlock codes are unique to each device and are tied to the International Mobile Equipment Identity (IMEI) number. The code is a unique 8-16 digit unlocking code for each device as determined by the manufacturer.

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